



PBI Data Security Incident

The Tennessee Consolidated Retirement System wants to alert retirees and their beneficiaries that their personal information was included in a data security breach experienced by MOVEit Transfer, a file transfer software utilized by Pension Benefits Information (PBI), a vendor that TCRS contracts for services. Files that contain personal information, including name, social security number, date of birth, and address were accessed by unauthorized third parties as part of this breach. More information will be sent by PBI directly to impacted members. PBI will provide free credit monitoring and identity restoration services from Kroll. We encourage all impacted members to take advantage of these resources.

What happened?

Pension Benefit Information (PBI) is a third-party vendor utilized by TCRS to verify retiree information to prevent overpayments to retirees. Information TCRS submitted to PBI utilizing MOVEit Transfer software was accessed on May 29 and 30, 2023, by unauthorized third parties who were able to download data of individuals currently receiving a TCRS monthly retirement benefit. This included 171,836 TCRS retirees and/or their beneficiaries. No active members' information was included in this data breach.

What does TCRS use PBI for?

Pension Benefits Information (PBI) is a national company that audits death records. TCRS uses PBI to help identify member deaths and prevent overpayments. Services provided by PBI are used by thousands of companies.

What personal information may have been accessed as part of this breach?

Files that contain personal information of 171, 836 retired members of TCRS and their beneficiaries was accessed by unauthorized third parties as part of this breach. This information included name, social security number, date of birth, and address.

Who may have been affected by this breach?

The data accessed contained information for anyone receiving a TCRS monthly retirement benefit as of May 25, 2023, and beneficiaries. No information for active members was impacted by this data security breach. An active member is someone currently working for a TCRS-covered employer, or someone who has left service, and has not filed for retirement and is not receiving a monthly retirement benefit.

All impacted retirees and beneficiaries will receive a notification from TCRS dated June 28, 2023.

What actions has TCRS taken?

TCRS verified that the data breach was contained to the information provided to PBI via the MOVEit Transfer software and had no impact on TCRS Self-Service or retiree payment information. TCRS continues to be vigilant in monitoring the Self-Service platform for suspicious activity. TCRS will continue to thoroughly evaluate the security procedures of its vendors that receive retiree information.

**Did this breach impact TCRS or Retiree Self-Service?**

No. There was no impact on TCRS systems, including TCRS Self-Service.

Was my banking information compromised?

No banking or payment information was included in the file uploaded to MOVEit Transfer.

Will this impact my monthly retirement benefit?

No. There was no impact to TCRS or Self-Service. All monthly retirement benefits will continue to be paid without delay.

What should impacted members do to protect themselves?

PBI will be offering impacted retirees and beneficiaries 12 months of credit monitoring and identity restoration services provided by Kroll. A letter from PBI with information on how to use these services will be sent to all 171,836 retirees and beneficiaries whose data was accessed as part of this breach. TCRS strongly encourages these members to take advantage of this resource.

Who can I call if I have additional questions?

Kroll will be establishing a hotline number for all retirees and beneficiaries whose data was accessed as part of this cyber security breach. This number will be provided through the letter sent by PBI no later than July 15.

Why is PBI offering credit monitoring and not TCRS?

Because the data accessed by unauthorized third parties was due to a vulnerability experienced by MOVEit Transfer, software used by PBI to receive files, they will cover the cost of credit monitoring and identity restoration services for our impacted retired members and their beneficiaries.

What can I do now?

Take advantage of the credit monitoring resources provided by Kroll. Letters will be sent directly to all impacted parties.

Until you receive the letter from PBI, we encourage you to take some basic precautions including:

- Regularly review your accounts and credit history for signs of unauthorized transactions or activity.
- If you ever suspect you are a victim of identity theft or fraud, you can contact your local police.
- You can also access additional information online on how to protect your identity at consumer.gov/idtheft

TCRS will continue to share information related to this data security incident online at RetireReadyTN.gov > [For Retirees](#).